

Customer Satisfaction Program

17396 - Owner's Manual Overstates Un-Braked Trailer Weight



Reference Number: N172121220

Release Date: November 2017
Revision: 00

Attention: This program is in effect until November 30, 2019.

Make	Model	Model Year		RPO	Description
		From	To		
GMC	Terrain	2018	2018		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2018 model year GMC Terrain vehicles were supplied with a vehicle owner manual that overstates the intended un-braked trailer weight by up to 1000 lbs.
Correction	Dealers should print and insert the revised owner manual page(s) included in this bulletin.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103479	Print and Install Owner Manual Inserts	0.2	ZFAT	N/A

Service Procedure

1. Print the appropriate language owner manual insert for your service area.
2. Locate the owner manual in the accessories bag.
3. Install the proper owner manual insert to the owner's manual.

English (USA / Canada)

Insert to the 2018 GMC Terrain/Terrain Denali Owner's Manual

This information replaces the information under "Trailer Brakes" found in Towing Equipment Section of the owner's manual.

Trailer Brakes

A loaded trailer that weighs more than 454 kg (1,000 lb) must be equipped with its own brake system, with brakes working on all axles.



Litho in U.S.A.
Part No. 84463922

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French (Canada)

Supplément du guide du propriétaire GMC Terrain/Terrain Denali 2018

Cette information remplace l'information de la rubrique « Freins de remorque », dans la section de l'équipement de tractage, dans le guide du propriétaire.

Freins de remorque

Une remorque chargée pesant plus de 454 kg (1000 lb) doit être équipée de son propre système de freinage, avec des freins fonctionnant sur tous les essieux.



Numéro de pièce 84463922

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Spanish

Inserto al Manual del Propietario de GMC Terrain/Terrain Denali 2018

Esta información reemplaza la información bajo "Frenos de remolque" que se encuentra en la sección de Equipo de remolque del manual del propietario.

Frenos del remolque

Un remolque cargado que pese más de 454 kg (1,000 lbs) debe estar equipado con su propio sistema de frenos, con frenos que funcionen en todos los ejes.



Número de parte 84463923

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Arabic (Middle East)

أدخل إلى دليل المالك GMC Terrain/Terrain Denali الخاص بعام ٢٠١٨

تحتل هذه المعلومات محل المعلومات الواردة أسفل العنوان "فرامل المقطورة" الموجود في قسم "تجهيز سحب المقطورة" من دليل المالك.

فرامل المقطورة

المقطورة المحملة التي يبلغ وزنها أكثر من ٤٥٤ كجم (١,٠٠٠ رطل) يجب أن تكون مزودة بنظام فرامل خاص بها، حيث تعمل الفرامل فيه على كل المحاور.



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Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through November 30, 2019. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through November 30, 2019, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

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Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

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November 2017

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2018 model year GMC Terrain vehicle was supplied with a vehicle owner manual that overstates the intended allowable un-braked trailer weight by up to 1000 lbs.

Your satisfaction with your GMC Terrain is very important to us, so we are announcing a program to update your owner manual.

What We Will Do: A replacement owner manual page, describing un-braked trailer weight is included with this letter.

What You Should Do: Please find the enclosed replacement owner manual page. Add it to the vehicle owner manual to keep with your vehicle for future reference.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
GMC	1-800-462-8782	1-800-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Terrain provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
17396

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4608
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 3, 2017

Subject: 17396 - Customer Satisfaction Program
Owner's Manual Overstates Un-Braked Trailer Weight

Models: 2018 GMC Terrain

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 17396 today. The total number of U.S. vehicles involved is approximately 24,866. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin the week of November 27, 2017.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 3, 2017. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS